

**State Enhanced 9-1-1**  
**Advisory Committee**  
**Meeting Minutes**  
*November 18, 2004*

**Members Present:**

Vice Chair, Steve Reinke, *(non-voting member this meeting)*  
Mike Akin, *Washington State Association of Cities - East*  
Dan Aycock, *Member at Large*  
Rebecca Beaton, *Washington Utilities and Transportation Commission (WUTC)*  
JoAnn Boggs, *Rural Counties - East*  
Jack Cvitanovic, *Department of Health*  
Marlys Davis, *King County*  
Dick Dickinson, *Wireless Carrier (Cingular, Verizon & US Cellular)*  
Stephanie Fritts, *Rural Counties - West*  
Steve Lich, *Washington Fire Commissioners Association*  
Jon Kaino, *Washington State Association of Counties - West*  
Marty Knorr, *Washington State Patrol (WSP)*  
Jeanne Massingham, *Washington State Emergency Management Association (WSEMA)*  
Lynn Mell, *T-Mobile USA - Wireless*  
Lorlee Mizell, *Urban Counties - East*  
Jim Quackenbush, *National Emergency Number Association (NENA)*  
Eric Torgeson, *Verizon*  
Markus Volke, *Qwest*  
Deb Welsh, *Urban Counties - West*

**Alternate Members Present:**

Peggy Fouts, *Association of Public-Safety Communications Officials (APCO)*

**Guests Present:**

Carey Spencer *(Intrado)*, Wes Horn *(Intrado)*, Pam Boad *(Mason)*, Ben Keller *(Garfield)*, Keith Flewelling *(Clark)*, Tim Quigg *(Columbia)*, Diane Carlson *(Verizon)*, Bob Connell *(Zetron)* and Deanna Wells *(Cowlitz)*.

**County Coordinators Present:**

Kellie Ottmar *(Adams)*, Dan Hally *(Asotin)*, Wendy Perry *(Chelan)*, Roger Trump *(Columbia)*, Cindy Barnd *(Cowlitz)*, Terri Thornberry *(Douglas)*, Rose Parr *(Ferry)*, Virginia Boyd *(Garfield)*, **Peggy Fouts** *(Grays Harbor)*, Tom Shaughnessy *(Island)*, Tracy Stringer *(Jefferson)*, **Marlys Davis** *(King)*, **Steve Reinke** *(Kittitas)*, **Mike Akin** *(Mason)*, **Stephanie Fritts** *(Pacifi)*, **JoAnn Boggs** *(Pend Oreille)*, John Wilding *(Pierce)*, Jim Ricks *(San Juan)*, **Deb Welsh** *(Skagit)*, **Jim Quackenbush** *(Thurston)*, Dan Bardsley *(Wahkiakum)*, **Dan Aycock** *(Walla Walla)*, and Wayne Wantland *(Yakima)*.

**State Office Staff Present:**

Bob Oenning, Kurt Hardin, Catherine Bartholomew, David Irwin, William Boyd, Penelope Cassidy, and Teresa Lewis.

### **Welcome and Introductions:**

Steve Reinke called the meeting to order at 9:30 a.m. Members and guests introduced themselves.

*Review and Approval of the Minutes (October 21, 2004): Dan Aycock motioned to approve the minutes from the October 21, 2004 meeting as amended. Mike Akin seconded the motion. The motion carried.*

### **2-1-1 Presentation:**

Bob Oenning introduced Bill Brackin with the Volunteers of America Western Washington. Bill Brackin went through the 2-1-1 presentation [ENCL I]. Discussion ensued after the presentation.

### **Old Business:**

Kurt Hardin gave a budget update presentation regarding additional salary assistance, WSP funding, VoIP costs, and carrier cost recovery. Currently being funded are the following: *county operations, PFSA grants, state office costs, statewide services, Advisory Committee, Public Education, vulnerability analysis, coordinator forums, statistical data gathering system, Regionalization, implementation, network upgrade, SR-PSAP network, frame relay, and LEC interface for all counties.*

Current funding availability is as follows: SFY 04 for Wireline is \$4,085,881 and for Wireless is \$2,651,109; SFY 05 for Wireline is \$1,389,794 and for Wireless is \$215,992. (Wireless = \$5,475,675 and Wireline = \$2,867,101 for a grand total of \$8,342,776)

One of the proposed additional funding expenditures is for a statewide service agreement on VoIP server costs. The proposal is to have one server per primary PSAP to handle VoIP calls. There is no funding mechanism from VoIP, so the State Office is proposing a statewide service to have a server installed in each primary PSAP to handle these calls. The estimated cost for this is approximately \$300,000 statewide. This funding would be a wireline specific cost.

The second proposed additional funding expenditure is for the WSP Tacoma PSAP. WAC 118-66-45 provides funding criteria up to 41% of eligible costs based on the number of wireless calls answered by the PSAP in Pierce County. The WSP Tacoma PSAP needs a new telephone system, which means the State Office, is responsible for approximately \$123,000 of the new phone system or 41% of whatever the costs will be. This funding would be a wireless specific cost.

The third and final proposed additional funding expenditure is for salary assistance/carrier cost recovery. The State Office came up with a solution to address both the county and the wireless carrier needs. **Proposal:** After all expenses have been paid for the 2005 fiscal year, any funding left over will be disbursed in the following manner: \$1 paid to salary assistance and \$1 paid to carrier cost recovery (*documentation would still be required from counties and carriers for these costs*). This would take care of carrier cost recovery for 2004/05. Salary assistance would be a 60/40 split for wireline and wireless costs and carrier cost recovery would be wireless cost specific.

Discussion ensued regarding these additional funding proposals. Kurt restated the approximate funding breakdown as follows (*contingent on the amount returned from the counties and documentation will be required from counties and carriers*):

| <b><u>Proposed Additional Funding</u></b> | <b><u>Wireline</u></b> | <b><u>Wireless</u></b> |
|---|------------------------|------------------------|
| VoIP                                      | \$ 300,000             | \$ 0                   |
| WSP Tacoma                                | \$ 0                   | \$ 123,000             |
| Salary                                    | \$ 2,058,000           | \$ 1,372,000           |
| Carrier Cost Recovery                     | \$ 0                   | \$ 1,372,000           |
| <b>TOTAL</b>                              | <b>\$ 2,358,000</b>    | <b>\$ 2,867,000</b>    |
| <br>                                      |                        |                        |
| <b><u>Total State Office Numbers</u></b>  | <b><u>Wireline</u></b> | <b><u>Wireless</u></b> |
| Available Funds                           | \$ 5,475,675           | \$ 2,867,101           |
| Proposed Funding                          | \$ 2,358,000           | \$ 2,867,000           |
| <b>Remaining</b>                          | <b>\$ 3,117,675</b>    | <b>\$ 101</b>          |

Discussion ensued again regarding these additional funding proposals and what it means to the counties and the carriers. ***Jon Kaino motioned for recommending the State Office move forward with the four items proposed for additional funding. Dan Aycock seconded motion. Motion carried.*** Jon Kaino wanted it to be noted in the minutes that the E911 Advisory Committee voted for carrier cost recovery.

Bob Oenning presented the E911 10-Digit Phone Line Support Policy ***[ENCL 2]***. Discussion ensued regarding this policy and why it was denied.

Kurt Hardin briefed the Advisory Committee on the upcoming Legislative 911 presentation in January 2005. This original meeting was going to be a Legislative Forum (a sit-down with Legislators to discuss 911 issues), but has transformed into a briefing at two separate committees (House Committee on Technology, Telecommunications and Energy and the Senate Committee on Technology and Communications). This will take place the week of January 10 – 14, 2005 (the first week of session). The testimonies will be 30 minutes in length for each committee. The State Office has put together a panel of committee members to discuss the history and intent of the 911 program, the program evolution (what has happened from 1992 to present time), expand on the successes of the program, discuss the technical challenges of the program (wireless, VoIP, etc.), and the financial limitations of the program. The panel members are as follows: Bob Oenning – E911 State Program, Jim Quackenbush – NENA/Advisory Committee, Chris Fischer – APCO/Advisory Committee, and Jon Kaino – WA Association of Counties. The State Office asked everyone to attend the testimonials to show your support for the program. The State Office will inform the E911 Advisory Committee members and County Coordinators when the meetings are scheduled.

## **SUBCOMMITTEE REPORTS:**

### **Wireless – Marlys Davis:**

*FCC Report* – William Boyd presented the FCC report for November 18, 2004 ***[ENCL 3]***.

*Phase I and Phase II Service Agreements* – Marlys reported there has been some discussion regarding carriers motivation to negotiate service agreements with the potential of cost recovery. Carriers must show a good-faith-effort to attempt negotiations with counties to get these service agreements signed. If there are any issues in good-faith-efforts between carriers and counties the State Office will refer them to the AAG's office on a case-by-case basis for determination. The carriers are reporting they have sent service agreements out to some counties with no reply. The State Office will be contacting those counties to see what the issues are and if they can help resolve them. The State Office will also be following up with those counties that have new coordinators to make sure they understand the nature of the beast and see if they can assist the coordinator with any questions they may have.

*Wireless Class of Service* – Marlys reported that Intrado is waiting for written instructions from carriers to correct the information, but there seems to be some confusion as to which ranges are incorrect. Marlys requested Intrado provide additional details to help carriers determine how to resolve incorrect information. Marlys will forward any information she received from Intrado.

*Carrier Cost Recovery* – Marlys stated that carrier cost recovery is currently on hold pending the January meeting with the legislators per the State Office. Some of the carriers expressed confusion about the fact that the service agreements reference HB2595, which established a funding mechanism for wireless 911, yet most non-contract counties have no cost recovery. Marlys Davis responded that the cost of providing wireless 911 service is very high, and most counties do not generate sufficient revenue to cover all costs. The FCC has indicated that county costs must be funded before carrier costs as does state policy. Non-contract counties get no assistance from the state funds, because their 911 costs do not exceed their local county E911 tax income.

Kurt Hardin presented the Phase I ***[ENCL 4]*** and Phase II ***[ENCL 5]*** county status color charts. Kurt requested the counties inform the State Office when a new wireless carrier offers service in the county.

Information updates should be forwarded to Blessing Guillermo at [B.Guillermo@emd.wa.gov](mailto:B.Guillermo@emd.wa.gov). Information may be accessed on the website located at: <http://emd.wa.gov/2-e911/wireless/04-cvr-maps.htm>.

*ALI DataStream Upgrades* - Marlys Davis indicated the Qwest served PSAPs have two plus marks on the old ALI format. The new ALI format interprets these plus marks as returns. There are no issues with county PSAPs; however, due to WSP PSAP equipment, when calls are transferred to WSP, the additional plus marks results in lost caller information. Qwest plans to remove the extra plus marks. For counties that are not on 30W, there will be no blank lines. Counties with 30W will have one blank line. Qwest was requested to send notices to all Qwest counties that the change is taking place and to have them contact either Jerry Foree or William Boyd if there are any issues.

*E911 State Press Release* – Marlys Davis indicated the State Office is planning on releasing a Phase II press release the first quarter of next year.

*Voice Over Internet Protocol (VoIP)* – Marlys Davis stated not much is new with VoIP, but did refer to an article in PC magazine titled ‘What’s Holding Back VoIP?’ The article has some derogatory comments about 911.

*\*77 WSP Issue* – Marty Knorr addressed the issue regarding the use of this number or other numbers like it in Washington State as a way of reaching the Washington State Patrol. Marty indicated that in other states this number is being used for that purpose but that is not the case in the state of Washington. The WSP will be working with the 911 State Office to do a press release on this issue. The only number to use to reach WSP is 9-1-1.

#### **Public Education – Peggy Fouts:**

Peggy Fouts reported that a new brochure on the accidental 911 dialing and Phase II information is being developed. Peggy stated the workgroup would review the inappropriate 911 dialing survey to ensure that pertinent information is being obtained. Peggy Fouts wanted to thank Tim Quig, a telecommunicator in Columbia County for the presentation he gave on the 911 presentation he developed. There is a possibility that this presentation may be expanded for use within the entire state. The thought is to video tape the presentation and then disseminate it to all the counties to use at state fairs and other public gatherings. This presentation would be about the basics of 911, Phase I and Phase II. Peggy also informed the Advisory Committee and present County Coordinators that a current list of the Public Education Coordinators will be going out to the counties to review. The Public Education workgroup is looking into incorporating the counties Public Education Coordinators into taking on education efforts within their counties to assist getting the public informed about 911. The next brochure to be worked on will cover VoIP.

#### **Policy Workgroup – Peggy Fouts:**

Peggy Fouts announced that the workgroup is reviewing the information received from the counties. The workgroup’s goal is to have a final recommendation to the Advisory Committee at the January 20, 2005 meeting.

#### **Regionalization WAC Workgroup – Steve Reinke:**

Steve Reinke clarified that this workgroup’s purpose is to have those counties that have regionalized and/or counties that are inter-local entities to work directly with the State Office instead of having everything run through the county government. Steve stated there still has been no formal ruling from the AAG’s office at this time. There will be some informal meetings (through e-mail) to draft up some language for this issue.

Rebecca Beaton spoke on the WAC process regarding a rulemaking filed by the Emergency Management Division – E911 State Office requesting the demarcation for all selective routers for all telecommunications entities including the LECs. Rebecca stated the rulemaking was rejected by the Commission due to administrative issues, but was re-opened by the Commission for comments by everyone. The first round of comments is due December 10, 2004. There will be a second round of comments due to the Commission in early February 2005 and then there will be a workshop after that. More information on this issue will be

forwarded as the State Office receives it from the Commission. The web address for the WUTC is [www.wutc.wa.gov](http://www.wutc.wa.gov).

## **STATE OFFICE REPORTS:**

### **Financial Status:**

Catherine Bartholomew reported on the current financial status of the State Office. The first two slides give you a brief overview of where the counties are in contract spending. The Fund Fiscal Year-to-Date slide [ENCL 6] shows where we are in the overall budget. Catherine stated that we should be at 25% or better. The Fund Balance Slide [ENCL 7] shows the overall funds going into and out of the E911 fund.

### **Legislative Issues:**

*911 Legislation* – Bob Oenning noted United States Senate Bill 1250 is ready to pass, but Senator Sununu is holding it up. If this bill is released then it should pass around November 16 or 17, 2004.

### **New Business:**

Steve Reinke opened the floor for nominations for the position of Chair and Vice-Chair for 2005. Peggy Fouts nominated Chris Fischer to continue in her role as Chair and Steve Reinke in his current role as Vice-Chair. There were no other nominations. The nominations will be held open until the January 2005 meeting. The voting for the Chair and Vice-Chair for 2005 will take place at the January 20, 2005 meeting.

***The next meeting will be held THURSDAY, JANUARY 20, 2005 at THE RADISSON SEATAC HOTEL.***

**ACTION ITEMS from November 18, 2004 meeting:**

- ◆ *Dan Aycock motioned to approve the minutes from the October 21, 2004 meeting as amended. Mike Akin seconded the motion. The motion carried.*
- ◆ *Jon Kaino motioned for recommending the State Office move forward with the four items proposed for additional funding. Dan Aycock seconded motion. Motion carried.*

**ACTION ITEMS from September 2, 2004 meeting:**

- ◆ *The counties want to revisit the cap on category items and possibly change them. Referred to the Policy Workgroup for review.*
- ◆ *Bob Oenning stated the State Office would redefine what is eligible for the CAD systems (logging recorders and clock synchronizers). Referred to the Policy Workgroup, very complex task.*
- ◆ *There was a request to have the State Office compile a spreadsheet showing the cost savings per county for the network changes if a statewide contract was instituted. Started – Information required from counties to complete.*
- ◆ *It was requested that the State Office prepare a synopsis of the AAG's Opinion regarding spending 911 funds and those spending levels. On hold at the present due to the AAG being out of the office.*